

PURE LIFE MINISTRIES TEACHING RESOURCES RETURNS POLICY

Our goal is to ensure that you are completely satisfied with our products. Therefore, we strive to accommodate your needs whenever possible. If you are not satisfied with your order, for one of the following reasons, please follow the steps listed to return your item(s).

PLEASE NOTE:

In order to initiate a return, please contact our customer service department within 7 days of receiving your shipment. (888-PURE-LIFE or 859-824-4444)

Returns: Damaged Items

If your item has arrived damaged, we do not require the item(s) to be shipped back to us. We will send out a replacement item with expedited shipping at no additional charge to you.

Returns: Customer Dissatisfaction

If you are dissatisfied with your selection for any reason, the item(s) must be returned to us in saleable condition at your expense and we will refund the purchase price of the item(s). Shipping and handling charges are not refunded.

Returns: Fulfillment Error

If you have received wrong products because of an error in the fulfillment process, you will not be expected to return the incorrect item(s). You may keep those items, and the correct items will be shipped out as soon as possible with expedited shipping at no additional charge to you.

Lost in Transit

If your shipment has not arrived as anticipated based on the fulfillment date, we may require a total waiting period of 10 business days (depending on the shipping method selected), commencing on the day the order was shipped. If the order is not found or delivered within that time period, a replacement shipment will be sent out with expedited shipping at no additional charge to you.

If you have had a shipment returned to sender due to inaccurate addressing you will be contacted for obtaining a corrected address. If contact is made and a corrected address is received, the item(s) will be re-shipped with expedited shipping at no additional cost to you.